



WASHINGTON STATE PATROL

QUARTERLY REPORT FOR AGENCY BUREAUS

JANUARY – MARCH 2004



**Investigative
Services Bureau**



**Fire Protection
Bureau**



**Field
Operations Bureau**



**Forensic Laboratory
Services Bureau**



**Management
Services Bureau**



**Technical
Services Bureau**

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Message from the Chief...

I am very pleased to present you with the Washington State Patrol's **January-March 2004 Quarterly Report**. This report features some of the accomplishments of each of our six agency bureaus (**Management Services, Technical Services, Field Operations, Forensic Laboratory Services, Fire Protection, and Investigative Services**).



Chief Lowell M. Porter

Recently, the WSP received the Governor's Award for Quality and Performance. This coveted award is chosen by Governor Gary Locke every six months, to recognize teams of state employees who have achieved significant, measurable, sustainable improvements in the service that they deliver to their customers and the value they provide to the public.

I could not be prouder of the hard work and dedication of all WSP employees who made this happen. Our accountability process shows the quality of performance employees hold themselves to and their ability to constantly strive towards raising the bar in order to increase public safety.

I invite you to read about the achievements in all of our bureaus and I encourage you to direct your comments and questions to me at questions@wsp.wa.gov.

Sincerely,

A handwritten signature in black ink that reads "Lowell Porter".

CHIEF LOWELL M. PORTER

On the cover:

Forensic Laboratory Services Bureau: Forensic Scientist 2 Jayne Thatcher, Toxicology Laboratory Division, processing blood samples; **Field Operations Bureau:** Trooper Greg Laughlin and K9 "Dix"; **Technical Services Bureau:** Communications Officer 1 Deanna Oliver monitors radio traffic; **Investigative Services Bureau:** Trooper William Ashcraft rides with a commercial vehicle driver; **Fire Protection Bureau:** Deputy State Fire Marshal Cole Roberts checks alarm system in a nursing home; **Management Services Bureau:** Colleen Marten, Financial Analyst 2, Budget and Fiscal Services, prepares payroll..

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Diane C. Perry, CPA
Bureau Director
Management Services Bureau

The **Management Services Bureau (MSB)** is responsible for management of all agency financial activities; preparation, justification, and allotment of the department's operating and capital budgets; fiscal notes on proposed legislation; human resource services to Washington State Patrol employees, the agency, and the public; comprehensive facilities management; performance of agency studies, research, revisions to manuals, performance measures, and regulation development; purchasing and management of supplies; and management of the fleet of Washington State Patrol pursuit and other vehicles.

PROGRAM DESCRIPTION

A thirteen-member Diversity Awareness Committee was established to develop the WSP diversity training curriculum for 2004. The committee researched other agencies and organizations, observed diversity-related training, and reviewed nine video tapes on diversity.

The training will be co-facilitated by Merit System and commissioned employees who have completed the Department of Personnel Train-the-Trainer course. The audience will be WSP employees who did not receive the training in 2002 or 2003. The classes will be four-hour sessions having a maximum of 30 participants and will begin in May 2004.

QUALITATIVE OR QUANTITATIVE MEASUREMENT

Washington Works (WW) is the state's coordinated administrative effort to implement the provisions of the Personnel System Reform Act (PSRA) of 2002. Washington Works is comprised of four parts:

- Civil Service Reform
- Competitive Contracting
- Collective Bargaining
- Human Resource Management System (HRMS)



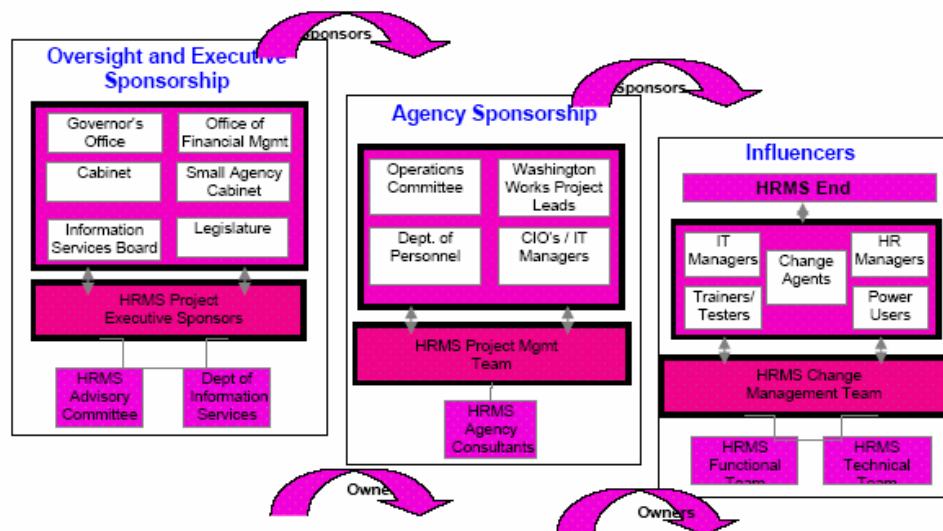
SIGNIFICANT ACCOMPLISHMENTS

Management
Services Bureau
(continued)

The Management Services Bureau, along with the Technical Services Bureau, has key personnel representing the WSP to facilitate the development and implementation of the PSRA. PSRA is operating under a series of deadlines that are implemented throughout the 2005 calendar year. The major deadline that we face as an agency is the January 1 "Go-Live" implementation date for the new HRMS application. This is a great opportunity for WSP, as a number of internal "agency grown" computer applications will no longer be needed. Some of the complexities that we have been working on as a result of this project include the agency's 23 bargaining units, specialty pay issues, overtime rules and regulations, specialized leave categories, Washington State Patrol Retirement System rules, and, of course, our 24-hour-a-day, 7-day-a-week scheduling issues.

The WSP has an active PSRA Advisory Committee that meets twice a month to discuss new issues surrounding the Washington Works initiatives. The PSRA Committee members include Diane Perry, Operations Committee liaison; Juliet Jones, Washington Works Project Lead for Collective Bargaining; Candy Christensen, Washington Works Project Lead for Civil Service Reform; Sue Fleener, Chief Information Officer; and Maria Hug, HRMS Change Agent.

The WSP also has a Deployment Team that is headed by the Agency's Change Agent. The Deployment Team is comprised of personnel who have extensive knowledge of our agency's personnel, payroll and systems applications, business rules, and functional capabilities.



The Fleet Section lane installers are moving from a team concept to an assembly line approach to improve efficiency. In the first two months of 2004, 23 new pursuit vehicles were equipped by Fleet personnel using the team concept. Since switching to a modified assembly line, 41 pursuit vehicles have been completed in the same period of time.

The assembly line enables personnel to specialize in one area of equipment installation. This specialization allows the technician to become more familiar and proficient with their part of the process. They are encouraged to come up with innovative ways to continuously improve the installation process. This equates to reduced installation time and a better product.



The **Field Operations Bureau (FOB)**

is primarily responsible for traffic law enforcement, collision investigation, and motorist assists on 17,524 miles of state and interstate highways. The bureau is comprised of eight districts, the Special Operations Division, Aviation Section, Executive Protection Unit, Canine Unit, Explosives Unit, Honor Guard, and Vessel and Terminal Security. There are a total of 687 traffic officers assigned to FOB.

Deputy Chief Glenn M. Cramer
Field Operations Bureau

PROGRAM DESCRIPTION

The Field Operations Bureau has defined its core mission as addressing **DUI, Speed, Aggressive Driving, and Occupant Protection** (those violations that cause the most collisions and/or injuries). By focusing our efforts on these “core mission” areas, we have realized significant increases in each of these focus areas.

QUALITATIVE OR QUANTITATIVE MEASUREMENT

The table below reflects the results of our efforts during the first quarter of 2004 as compared to the first quarter of 2003:

	1 st Quarter 2004	1 st Quarter 2003	Difference	Percent Change
DUI	5,265	5,065	200	3
Aggressive Driving	10,282	9,864	418	4
Speed Arrests	52,132	67,231	-15,099	-22
Speed Contacts	125,564	136,503	-10,939	-8
Occupant Protection (Arrests)	17,368	22,978	-5,610	-24
Occupant Protection (Contacts)	23,285	28,483	-5,198	-18
Total Violator Contacts	328,644	328,709	-65	0
Felony Warrants	536	702	-166	-24
Misdemeanor Warrants	1,979	2,237	-258	-12
Drugs - Felony	560	479	81	17
Drugs - Misdemeanor	2,055	1,842	213	12

The desired outcome of our enforcement efforts is to improve public safety. Unfortunately during the months of January and February 2004, severe weather resulted in an increase in collisions. especially in property damage collisions during January. The WSP continues to see a decline in the number of the most serious collisions—those being fatal collisions.

	1 st Quarter 2004	1 st Quarter 2003	Difference	Percent Change
Total Reportable Collisions	9,618	8,399	1,219	14
Fatal Collisions	56	57	1	-1
Injury Collisions	2,223	2,186	37	1
Property Damage	4,984	4,565	419	9

SIGNIFICANT ACCOMPLISHMENTS

Field Operations
Bureau
(continued)

The WSP Field Operations Bureau (FOB) is actively involved in reviewing our progress through monthly Strategic Advancement Forums (SAF). These SAF presentations are an opportunity to statistically evaluate the impact the WSP is having on driving behavior.

27 months since beginning weekly Strategic Advancement Forum (January 03 – December 03 versus January 02 – December 02)

- **Outputs or Efficiencies**

- Approximately 684 road troopers
- DUI Arrests are up 21% (4,000 of 22,419)
- Speeding contacts up 112% (282,756 of 535,034)
- Seat belt contacts up 25% (21,254 of 104,941)
- Aggressive driving contacts up 52% (14,199 of 41,505)
- Drug Recognition Expert evaluations up 9% (89)
- Total traffic stops up 4% (63,565 of 1,505,682)
 - Citation decision rate is 31%
- Felony/misdemeanor warrants up 4% (485 of 11,353)
 - Or an average of 1.29 arrests per hour—every day, from a WSP traffic stop
- Felony/Misdemeanor Drug Arrest up 14% (1,205 of 9,810)
 - Or an average of 1.11 arrests per hour—every day, from a WSP traffic stop

- **Outcomes or Effectiveness**

- Total collisions on interstate and state routes are down 2% (608)
- Total fatal collisions down 11% (37)
 - Total state route fatalities down 14% (28)
- Total injury collisions down 8% (825)
 - Total interstate injuries down 7% (301)
 - Total state route injuries down 8% (444)
- Collisions requiring seat belt citations down 16% (66)
- **Total citizen complaints down 11%**
- **Total complaints of employee misconduct down 7%**



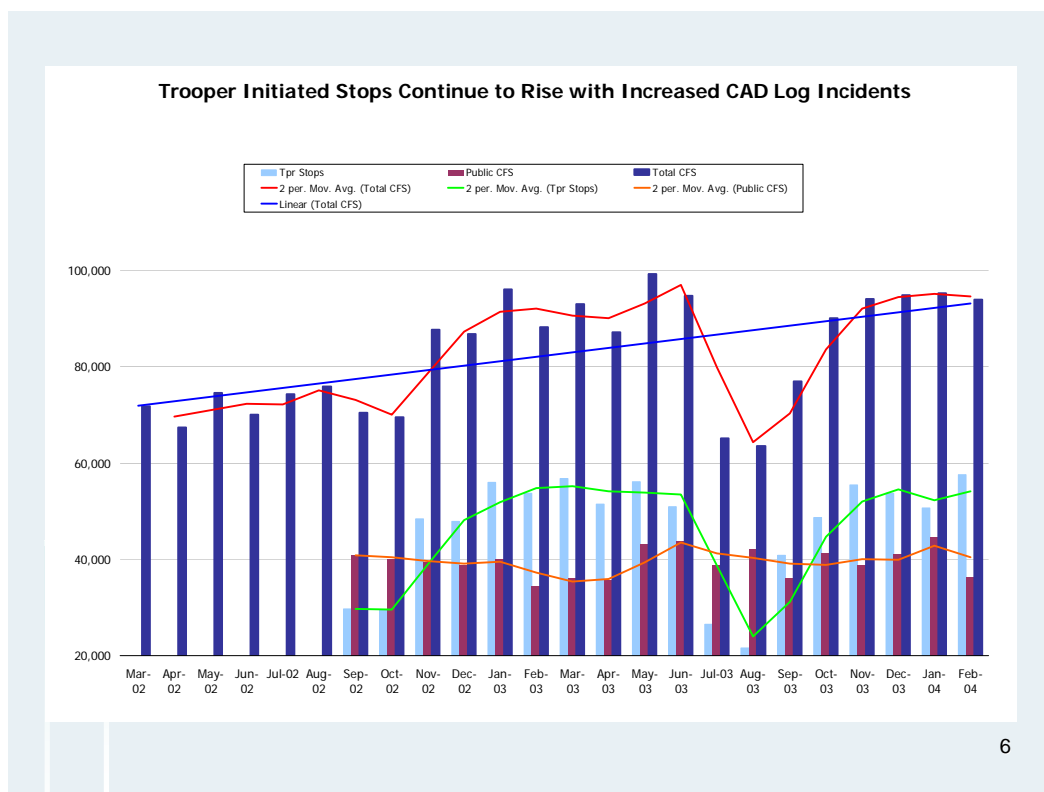
Act. Deputy Chief Paul L. Beckley Technical Services Bureau

The **Technical Services Bureau (TSB)** provides many diverse services to the entire department, other law enforcement and government agencies, and members of the general public. The services include information technology, employee training and development, electronic and microwave system services, emergency communications, and criminal history.

PROGRAM DESCRIPTION

At Governor Locke's request, the WSP implemented a statewide Amber Alert Web Portal (AAWP). Washington is the first state to put this portal in place; but, there is interest nationally for other states to do the same.

QUALITATIVE OR QUANTITATIVE MEASUREMENT



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SIGNIFICANT ACCOMPLISHMENTS

The AAWP uses new technology to provide a more efficient and effective Amber Alert notification system. The portal automatically sends a group notification (via page, fax, e-mail, or cell phone text message) to law enforcement agencies and provides detailed information on a Web site (to include photos) to broadcasters and the public when an Amber Alert is activated, updated, or cancelled.

The Web site consists of two parts. The first part is a Web site for subscribers, including the public, to view the latest Amber Alert information. The second part allows any law enforcement agency to access a secure Web site to initiate, update, or cancel an Amber Alert. Law enforcement agencies must have approved Amber Alert plans, or be affiliated with agencies that have approved plans, in order to use the Web site. The WSP is also prepared to activate an Amber Alert for any law enforcement agency that requests assistance.

The AAWP is not meant to replace, but rather supplement current Amber Alert plans. The AAWP, however, is for statewide alerts and is the only way to use the Emergency Alert System, Department of Transportation highway signs and radios, or other statewide notification means.

The WSP will use a train-the-trainer approach to familiarize all agencies on how to use the Web site. The goal is to develop a production Web site by May 2004, with initial implementation for the WSP and a limited number of agencies by June 2004. Rollout for other agencies throughout the state is expected to occur over several months.



The
***Investigative
Services Bureau (ISB)***

consists of five divisions that provide various public services, including the investigation of computer crimes, missing children, narcotics, dismantling of clandestine labs, and the gathering of criminal intelligence; public records and records retention; inspection of commercial vehicles and school buses; and fatality and criminal investigations.

Deputy Chief Steven T. Jewell
Investigative Services Bureau

PROGRAM DESCRIPTION

The Investigative Assistance Division (IAD) provides investigative services and technical support to law enforcement agencies and the WSP in order to improve the quality of life in our state.

The IAD has five core mission areas:

- Criminal intelligence
- Felony narcotics investigation
- Protecting endangered children
- Computer crime
- Tactical and methamphetamine responses (SWAT)

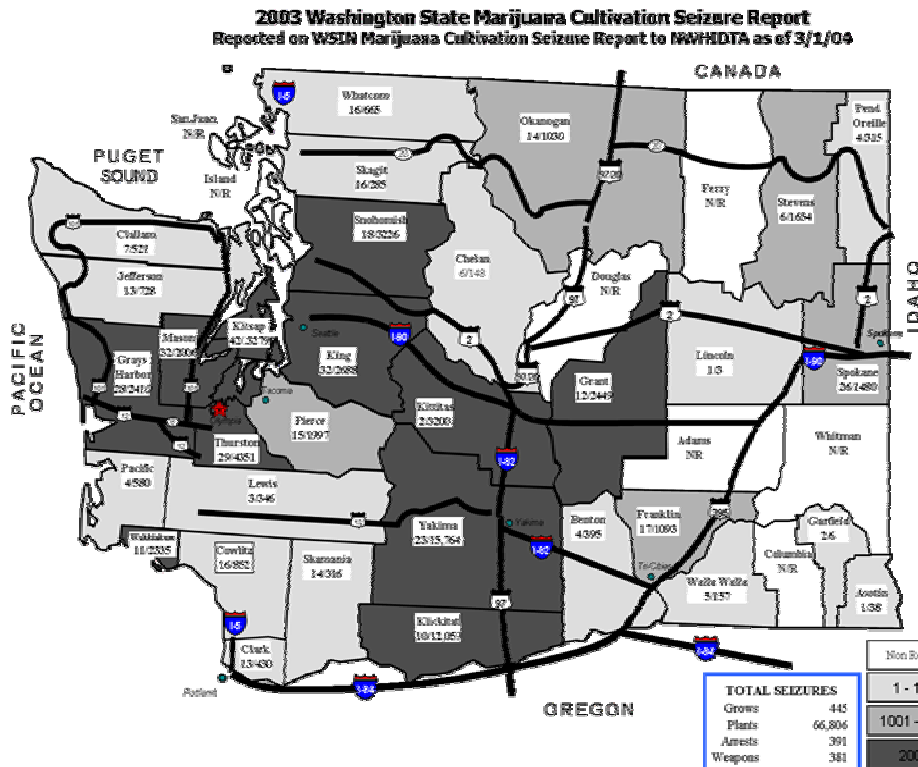
QUALITATIVE OR QUANTITATIVE MEASUREMENT

The IAD experienced dramatic increases in productivity in every core mission area during calendar year 2003. Especially pronounced were increases in the area of felony narcotics investigations (drug traffickers) and criminal intelligence. Narcotics detectives recorded an astounding 64% increase in arrests of upper-level drug traffickers during calendar year 2003, helping to make Washington a safer place to live, work, and raise a family.

Narcotics	2003	2002	Change (%)
Arrests by WSP Supervised Task Forces			
Total Arrests	814	779	4%
Level 1 & 2 Arrests (Upper Level Traffickers)	547	469	17%
Arrests - Detectives			
Total Arrests	511	311	64%
Level 1 & 2 Arrests (Upper Level Traffickers)	460	268	72%
Narcotics Seized			
Marijuana Grows	189	132	43%
Marijuana Plants Seized	40,575	15,135	168%
Cocaine (gms)	37,799	18,086	109%
Heroin (gms)	6,961	1,310	431%
Meth (gms)	36,195	47,862	(24%)
Club Drugs (pills)	6,250	254	2361%
Children Removed from Dangerous Situations	97	61	59%
Firearms Seized	584	465	26%

Although seized quantities of methamphetamine declined in 2003, Washington State currently ranks sixth in the nation in methamphetamine labs discovered. Methamphetamine accounts for 46% of all drugs submitted to the WSP Forensic Laboratory for analysis.

Of the 64,816 total marijuana plants seized in Washington State for 2003 by all law enforcement agencies, the WSP-supervised drug task forces accounted for 40,575 (63%) of the plants seized. Washington State ranked eighth in the nation for the most plants eradicated and fourth in the number of indoor grows seized for 2003.



IAD personnel continue to remain vigilant against threats to our state's infrastructure, ferry system, government buildings and facilities, and other potential terrorist targets. IAD detectives are assigned to the Federal Bureau of Investigation (FBI) Joint Terrorism Task Force (JTTF) in both Seattle and Spokane, as well as to regional intelligence units statewide. An IAD detective sergeant is co-supervisor of the state's Joint Analytical Center, located at FBI Seattle, which ensures the seamless sharing and processing of intelligence and threat information.

SIGNIFICANT ACCOMPLISHMENTS

- IAD personnel teamed up with the Forensic Laboratory Services Bureau, local law enforcement, and social service agencies to develop a protocol to remove children found in dangerous narcotic environments.
- IAD personnel worked with local law enforcement to develop a national model for intelligence sharing and analysis, the Washington Joint Analytical Center (WAJAC). The FBI and the Department of Homeland Security have now joined in assisting with this effort.
- IAD personnel developed a new database for tracking the productivity of all Byrne Grant funded multi-agency drug task forces in the state of Washington. Presently, there are 20 drug task forces, with WSP participation in ten of those task forces. Seven of the task forces are supervised by WSP sergeants, and the WSP has six detectives that also participate.

The **Office of the State Fire Marshal, Fire Protection Bureau (FPB)**,

Fire Protection Bureau

provides services to fire districts, government agencies, members of the media, and the general public.

These services include fire investigations; fire incident reporting and data collection; fire code review and adoption; construction plan review for fire sprinkler and alarm systems; and fire inspections of high risk occupancies housing elderly and vulnerable populations. In addition, the bureau regulates the fireworks and sprinkler industry through a licensing program. The State Fire Training Academy provides training to the state's fire departments and districts. The Fire Protection Bureau also provides coordination of Washington State fire service resources for mobilization during natural or human-caused disasters. Terrorism and hazardous materials training, fire and life safety prevention education, and public information services are also responsibilities of the Fire Protection Bureau

PROGRAM DESCRIPTION

AIRCRAFT RESCUE FIRE FIGHTING (ARFF) PROP

On April 5, 1996, the WSP entered into an inter-local agreement with the Port of Seattle, King County, Snohomish County, and the Boeing Company to construct a regional live-fire training facility for aircraft rescue and fire fighting training at the Fire Training Academy in North Bend, Washington.

The live-fire training prop is designed to simulate an aircraft crash, fuel spill ground fire, interior fire, engine fire, and wheel/gear fire. In addition, the following accessory equipment and structures are provided: fuel storage delivery systems, water storage and/or stand-alone waste water and waste foam/fuel collection and treatment systems, a control shed, and a three-bay equipment storage building.



The prop is equipped to provide realistic hands-on training using jet "A" fuel, while allowing the use of foam as an extinguishing agent. The operations plant separates the foam from the water/fuel runoff and allows fuel and water to be reused. The ARFF facility meets all of the requirements for providing FAA Airport A- BC- DE certification. In addition, the prop meets the Trans-Canada Aeronautic Airfield Requirements.



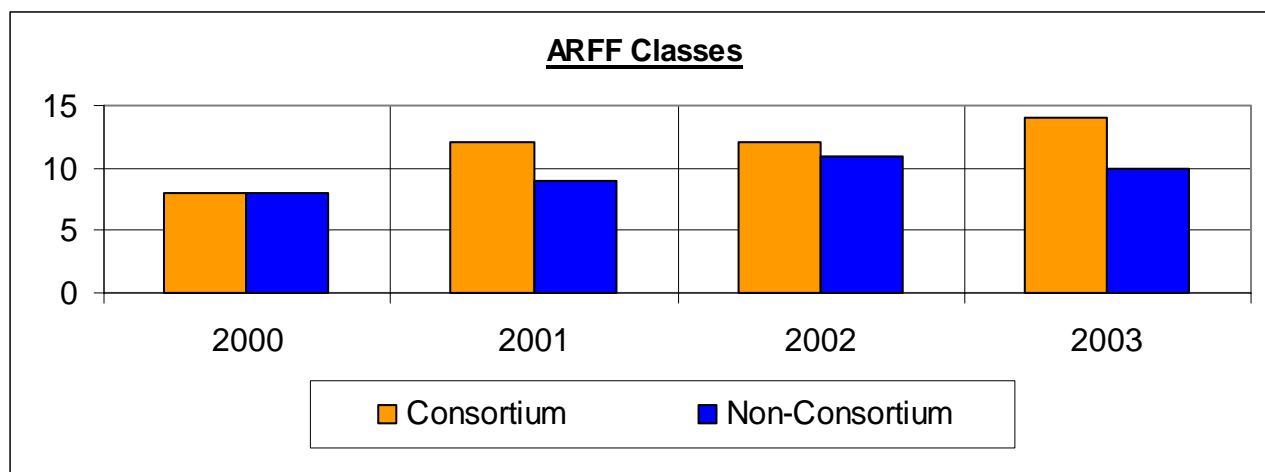
The Fire Training Academy is equipped to provide trainees with three fully-operational crash rescue vehicles.

- 1 – 1983 Oshkosh T3000 (donated by Port of Seattle)
- 1 – 1998 Oshkosh T1500 with an Akron anual turret
- 1 – 1998 Oshkosh T1500 with a Feecon remote turret

Members of the Regional Aircraft Live-Fire Training Committee provide the largest contingency of students. In addition, the Fire Training Academy also provides ARFF training to several non-member groups, including the Port of Portland, Redmond, and Salem, Oregon Fire Departments; Oakland and San Jose, California Fire Departments; and from British Columbia, Canada, Richmond, ATCO, Abbotsford, and Whitehorse.

QUALITATIVE OR QUANTITATIVE MEASUREMENT

Classes	2000	2001	2002	2003
Consortium	8	12	12	14
Non-Consortium	8	9	11	10



SIGNIFICANT ACCOMPLISHMENTS

During the first quarter of 2004, Fire Training Academy staff has been working collectively with the Everett Community College to aid in obtaining certification for ARFF training. Partnerships with the Boeing Company continue to be forged through their Aircraft Familiarization Class by providing live fire training to attendees, and increases in use of the ARFF prop have included training to Paine Field, Wenatchee Airport, and Bellingham Airport.

THIS PROP OFFERS A UNIQUE AND SPECIALIZED TRAINING OPPORTUNITY TO THOSE DEPARTMENTS THAT SERVE AIRFIELD AND AIRPORTS WITHIN THEIR JURISDICTIONS AND IS UTILIZED NOT ONLY BY WASHINGTON STATE DEPARTMENTS, BUT ALSO REGIONALLY, INCLUDING THE PORT OF PORTLAND AND BRITISH COLUMBIA.



The
**Forensic
Laboratory Services
Bureau (FLSB)**

provides a wide range of forensic science expertise to city, county, and state law enforcement officers, assisting agencies at crime scenes, preparing evidence for trials, and providing expert testimony. The bureau coordinates the efforts of the State's Breath Alcohol Test Program, Drug Evaluation and Classification (DEC) Program, six Crime Laboratories, the Latent Print Laboratory, and the State Toxicology Laboratory.

**Dr. Barry K. Logan, Bureau Director
Forensic Laboratory Services Bureau**

PROGRAM DESCRIPTION

DEPARTMENT OF LICENSING (DOL) DISMISSALS

An unusually high dismissal rate from Department of Licensing Administrative Revocation hearings was recognized by the WSP Implied Consent Section during 2002. The Implied Consent Section began to work closely with the Department of Licensing (DOL) hearing officers and supervisors to determine the cause of these dismissals and implement procedures for their reduction. Since January 2003, monthly dismissal rate data has been provided by DOL to allow the tracking of progress. The dismissal rate in January 2003 was 30%. During the summer of 2003, the dismissal rate rose to approximately 35% due to the unique National Institute for Standards and Testing (NIST) challenges and collatored estoppel issues. Since then, the dismissal rate has continued to decline to the present level of approximately 20%.

Several factors have contributed to this reduction in DOL Administrative Revocation hearing dismissals. These factors include (1) implementation of a new DUI Alcohol Influence Report form; (2) continual communication with DOL hearing officers regarding dismissed cases; (3) training of DOL hearing officers; (4) additional training for law enforcement personnel; (5) new DOL imaging system and improved practices; and (6) implementation of the WEBDMS system. These factors are discussed in further detail below.

A new DUI Alcohol Influence Report form was implemented during the fall of 2003. The form was developed in cooperation with DOL hearing officers, law enforcement officers, and the Implied Consent Section. Since this form is used by the majority of law enforcement agencies statewide, its improvement has made a significant impact on reducing hearing dismissals. Prior to implementing the new form, the arresting officer would have to mail his/her case report when requested by DOL in preparation for a hearing. A major reason for hearing dismissals was the lack of a report never received from the officer. The new form is now automatically faxed directly to DOL immediately following all DUI arrests. This practice has ensured that all reports are received by DOL prior to hearings and has greatly reduced a significant cause of dismissals.

Focusing on the cause and reduction of DOL hearing dismissals has cultivated significant cooperation between the WSP and DOL. The two agencies are continually involved in meetings related to form development, revision of the Washington Administrative Code, and proposed legislation. DOL also sends all hearing dismissal reports to the Implied Consent Section Commander for review. A certain number of these reports are then sent on to district commanders supervising the troopers involved. Through this immediate feedback, law enforcement can take immediate action to correct any procedural deficiencies that may have

contributed to the dismissal. Certain issues in these reports are also passed along to the Breath Test Technicians/Instructors who train the majority of law enforcement personnel statewide. In this way, training is improved by communicating the reasons for dismissals directly to law enforcement personnel. Improved cooperation has also resulted in the recent development of an important evidentiary affidavit regarding thermometer and NIST certification issues.

Hearing officers and attorneys representing DOL contributed significantly to the language included in the affidavit, and, as a result, the hearing officers now have more complete evidence at the time of the hearing.

DOL provides periodic training for their hearing officers and routinely invites personnel from the WSP Implied Consent Section to assist in the training. This allows personnel from law enforcement and the Breath Test Section to train the hearing officers on breath test procedures, instrument operation, paperwork maintained, and general DUI enforcement practices. Drinking labs have also been held as part of these training sessions. This has greatly assisted the hearing officers so they are informed of what paperwork is maintained and its interpretation.

QUALITATIVE OR QUANTITATIVE MEASUREMENT

	Hearings Conducted	Swm Rpt Only	Incomplete/ Defective Report	Illegible	Boxes not checked or typos	Missing pages or documents	No Report	Officer Error	DOL Error	Credibility Problems	Legal Issues	NIST/ Collateral Estoppel	No Cause for Stop	No PC	Total Dismissals	Dismissal Rate
Jan-03	1535		178				174		17	4	84			11	468	30.5%
Feb-03	1540		170				136		12	10	90			30	448	29.1%
Mar-03	1556		158				117		13	12	94			39	433	27.8%
Apr-03	1507		153				117		7	15	106			23	421	27.9%
May-03	1445		150				111		9	9	92			39	410	28.4%
Jun-03	1354		134				119		3	14	77			31	378	27.9%
Jul-03	1504		172				180		8	8	96			26	490	32.6%
Aug-03	1425		194				126		6	4	146			21	497	34.9%
Sep-03	1284		152				113		8	9	50	103		17	452	35.2%
Oct-03	1387		162				101		10	4	44	62		5	388	28.0%
Nov-03	1150		131				134		6	0	22	23		11	327	28.4%
Dec-03	1350		130				98		18	0	43	41		12	342	25.3%
Jan-04	1385	61	67	20	17	33		33	20	7	17	29	12	7	323	23.3%
Feb-04	1423	32	59	9	24	10		30	18	1	21	23	13	15	255	17.9%
Mar-04	1691	22	64	18	27	52		32	12	7	32	36	26	8	336	19.9%
Totals	21536	115	2074	47	68	95	1526	95	167	104	1014	317	51	295	5968	27.7%
%of Total		1.9%	34.8%	0.8%	1.1%	1.6%	25.6%	1.6%	2.8%	1.7%	17.0%	5.3%	0.9%	4.9%		

SIGNIFICANT ACCOMPLISHMENTS

Forensic
Laboratory
Services
Bureau
(continued)

Improved cooperation and communication between DOL and the WSP Implied Consent Section has provided much better detail regarding specific reasons for hearing dismissals. This information is now provided daily through e-mailed dismissal reports and other memoranda regarding legal challenges and issues. Critical information and issues are then communicated directly to Breath Test Section Technician/Instructors for their inclusion in future classes taught to law enforcement personnel. Since these Technician/Instructors teach classes every month, the information is quickly disseminated to law enforcement personnel. In addition, periodic training provided for these Technician/Instructors has included personnel from DOL who train on specific legal challenges and hearing-related issues.

Implementing the new Alcohol Arrest Report form has allowed DOL to develop an electronically based imaging system for the storage of reports faxed by the arresting officers. This has assisted in the quick and efficient retrieval of reports for hearings without having to rely on the manual paper-based filing system previously employed. This has greatly reduced some of the human filing and retrieving errors that previously existed. DOL has also improved its practices regarding the tracking of numbers of dismissals and their reasons on a monthly basis and providing this to the Implied Consent Section. This allows for monthly evaluation of total dismissal rate along with reasons for the dismissals. New issues, therefore, can be rapidly addressed.

The Web-based record system (WEBDMS) developed by the WSP Implied Consent Section was made operational in the fall of 2003. This now provides all breath-test-related records online. This has greatly assisted the DOL hearing officers because they can obtain records regarding instrument certifications, repair, thermometers, database, etc., easily and immediately. They no longer have to rely on the hand retrieval and mailing of these records from the Breath Test Section. This has greatly reduced dismissals for reasons of missing records.

All of these elements discussed above have contributed to the significant reduction in DOL hearing dismissal rates. Five years ago, the dismissal rates were nearly 50%—while today, they are near 20%. With continued cooperative effort and monitoring in these many areas, the dismissal rates should continue to decrease even further.